



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

April 30, 2008

John Pritchard, Plant Manager
Dreyer's Grand Ice Cream
970 E. Continental Avenue
Tulare, CA 93274

Dear Mr. Pritchard :

RE: **FINAL MONITORING VISIT REPORT** for Dreyer's Grand Ice Cream – **ET07-0117**

Date of the Visit:	04/24/08
Beginning/Ending Time:	1330 – 1545
Date of Last Visit:	03/16/07
Visit Location:	970 E. Continental Avenue, Tulare, CA
Persons in attendance:	Dreyer's Ice Cream representatives: Rebecca Macias; Thom Akeman, Consultant, Steve Duscha Advisories; Jason Sakamoto and Kerri Muraki, ETP Analysts
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	07/03/06 – 07/02/08	Agreement Amount:	\$304,720
Training Start Date:	07/08/06	No. to Retain:	293
Date Training must be Completed:	04/01/08	Range of Hours:	24 - 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	80

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1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

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SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

www.etp.ca.gov
ETP (04/15/05)

FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT CHANGES

The Agreement term date began 07/03/06 and training commenced on 07/08/06. Your staff reported that all training was completed on 11/15/07, which allows for the 90-day retention period to be completed earlier than the term ending date of the Agreement – 07/02/08.

• INTERVIEW WITH THE DREYER STAFF: REBECCA MACIAS

- What barriers, if any, did your company experience in implementing your ETP project?
The communication barriers primarily internal: remembering employee numbers, etc.
- What problems, if any, did your company experience with ETP record keeping?
No problems what so ever. Sub contractor customized the roster for ease of use.
- What assistance could ETP have provided that would improve the process for future Contractors?
No barriers, ETP was very good in responding to questions from Thom and Steve. No barriers that she can think of in terms of assistance. The resources were available. Good consultants.
- How did your company benefit from the ETP training?
Employee development; Individuals became better trainers; Keeping up with organizational skills. In terms of results, CIP (sanitation) was improved (time was reduced, quicker). With the different products coming in, they have improved efficiency in the plant. Material usage and lost was also improved. Improved mechanical downtime; Production went up as well; Reduced waste.

Mr. Sakamoto and Ms. Muraki provided Ms. Macias with projected statistics for the closeout of the Contract. According to your records at the time of this final meeting, you expected to retain a total of 272 (93% percent of planned retentions) trainees for a total reimbursement of \$304,720, (100 percent of the encumbered amount). Ms. Macias stated that the closeout invoice will be submitted by 05/01/08.

Dreyer's Grand Ice Cream's records show that 272 trainees have completed training (93% of planned retentions) and 272 trainees have completed the 90 day retention period (93% of planned retentions). Dreyer's Grand Ice Cream projects earnings to be \$304,720 (100% of the encumbered total \$304,720). Current records show that Dreyer's Grand Ice Cream has received \$288,540 in progress payments, of which \$305,066 has been approved as earned. Mr. Sakamoto and Ms. Muraki reminded Ms. Macias that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	349	Completed Retention:	272
Dropped Following Enrollment:	37	In Retention Period:	0
Completed Minimum Hours for reimbursement:	272		
Completed Training:	272		

ATTENDANCE ROSTERS:

Attendance rosters were reviewed. Some rosters were over the 1:20 ratio required by ETP, this inconsistency was limited to two instructors. The sub-contractor will review and remedy this concern.

SUBAGREEMENTS:

The sub contract for Duscha Advisories as an Administrative Contractor has been entered into the ETP system as a subcontractor.

INVOICES:

Two invoices need to be signed and processed by the contractor. Ms. Macias will process these final invoices by May 1, 2008.

AUDIT:

Dreyer's Grand Ice Cream will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions regarding your contract or the contents of this Final Monitoring Report, please contact Kerri Muraki at 916-327-5677 or kmuraki@eto.ca.gov within ten (10) working days upon receipt of this document.

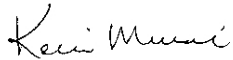
Sincerely,



Ruby Cohen, Manager
Sacramento Regional Office



Jason Sakamoto, Project Analyst
Sacramento Regional Office



Kerri Muraki, Project Analyst
Sacramento Regional Office

cc: thomakeman@sbcglobal.net

Brian McMahon, Executive Director
David Guzman, Chief, Program Operations Division
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File

Date report mailed to Contractor _____ **